



Staying Home Leaving Violence Performance Monitoring System

SERVICE PROVIDER GUIDELINES

Department of Family and
Community Services, Community
Services

Version 1.9 September 2014

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Abbreviations and acronyms

ADVO	Apprehended Domestic Violence Order. An Order made by a court against a person who makes you fear for your safety, to protect you from further violence, intimidation or harassment ¹ .
ARIA	Accessibility/Remoteness Index of Australia
CALD	Culturally and Linguistically Diverse Background. Individuals from a CALD background are those who identify as having a specific cultural or linguistic affiliation by virtue of their place of birth, ancestry, ethnic origin, religion, preferred language, language(s) spoken at home, or because of their parents' identification on a similar basis. For this data set CALD will be monitored through a measure of language other than English spoken at home (LOTE).
DV	Domestic Violence
ID	Identification code
IDFVS	Integrated Domestic and Family Violence Services Program
SHLV	Staying Home Leaving Violence
SHS	Specialist Homelessness Services
SAD	Service Activity Description
WDVCAS	Women's Domestic Violence Court Advocacy Service

¹ <http://www.domesticviolence.nsw.gov.au>

1. Introduction to the monitoring system

Family & Community Services is using a performance monitoring framework to ensure a consistent, outcomes approach to further develop the domestic and family violence services funded by Community Services S.

This document describes data that projects funded under the Staying Home Leaving Violence (SHLV) Program must collect to fulfil requirements of Community Services.

It describes the overall process for reporting performance data, provides detailed explanation about each step in the new online data collection system, and gives definitions of key terms to assist providers to collect and record the correct data.

1.1 Background

A performance monitoring system is an important part of accountability for government-funded service providers to ensure government obtains the best possible services for people in need with the funding available. Community Services is implementing a performance monitoring framework to ensure a consistent, outcomes approach to monitoring domestic and family violence services funded under two related Service Activity Descriptions (SADs):

- Staying Home Leaving Violence (SHLV)
- Integrated Domestic and Family Violence Services Program (IDFVS).

Each of these SADs includes a set of consistent performance measures that help to answer three questions.

- How much did we do?
- How well did we do it?
- Is anyone better off?

Performance monitoring data items will be used to calculate performance measures that help answer these questions. Some data items have been included in the system at the request of service providers to more fully demonstrate the work they are doing, but will not be used to calculate performance measures.

Performance measures will be used for four purposes; to

1. assess each project's effectiveness in delivering the outcomes specified in the contract (i.e. meeting contractual commitments)
2. measure the project's contribution to program objectives (i.e. effectiveness of the project within the model)
3. contribute to the evaluation of the program
4. provide projects with feedback on their performance.

During the development of the new system, service providers were consulted about the feasibility of collecting data items and reporting to Community Services. Their views were addressed in finalising data requirements.

1.1.1 Scope of monitoring

The online system is designed to provide a regular indication of each service's effectiveness against performance measures.

Data is to be recorded about all the people referred to your service, the work you do with them, as well as education sessions run by your service and some basic service data. Some information is required when a person is referred to your project, at the time they are taken on as a case coordinated or case managed client (if relevant) and at 'case closure' (or the end of the support period) for case coordinated and case managed clients.

Service providers should note that data collected through the online system is not designed to provide a holistic assessment of the amount of effort they have expended, the value of a service provider or the program as a whole. The online system is not designed to replace audits or evaluation activities to get a more in-depth understanding of your project.

The online system is not designed to replace service providers' own internal data collection. Performance monitoring data is only the minimum data that service providers need to collect to fulfil performance monitoring requirements set by Community Services. There will be other data you need to record to manage your project effectively—for example, it is expected that you will be recording additional data on clients to effectively provide case coordination and case management—but this data is not required for performance monitoring.

1.2 Data collection pilot

As of April 1 2011, service providers are required to submit data on activities and clients of SHLV using the online data collection system. If you do not wish to use the online system you may submit your project's data as a data file according to strict specifications; you can request these specifications from ARTD Consultants (see Appendix 2 for contacts).

The data system was initially piloted for one year in three and six month reporting periods. The pilot period was used to determine what processes work best. The data system now operates on twelve month reporting periods following the financial year (i.e. 1 July – 30 June).

2. Overview and guidelines for data collection

For each data collection period, your project needs to provide data on the work done with people referred to you and the education and training sessions you deliver.

2.1 How will data be submitted?

Data will be collected in a standard format across all service providers through an online data collection system. You will receive an email that provides your project's username and a link to a URL where you can log into your project's portal page.

You will also need a password to log in. For security reasons, the password will not be provided in the same email as the URL. You will need to contact ARTD for your username (DVMonitoring@artd.com.au) and Community Services for your password (StayingHome.LeavingViolence@fac.s.nsw.gov.au).

Service providers with comprehensive internal data management systems do not need to use the online portal page to submit data. Data may be submitted as a data file. If you wish to submit data this way, you will first need to contact ARTD Consultants (DVMonitoring@artd.com.au) to obtain data file specifications.

2.2 Data collection forms and surveys

You will be able to provide all the required data on your project, the work you do with the people referred to your project, and the education and training sessions you provide through your project's online portal page. There are six main forms that you will use to enter data.

- Project data (form 1): comment on the highlights you experienced and the challenges you faced.
- Referrals and client data (forms 2, 3 & 4): for all new referrals, create a new record (form 2) and provide some basic information about the referral. When a person that has been referred to your program is referred again, locate their record using the "Search Service Client ID" function and provide information about the additional referral. For case managed and case coordinated clients, complete additional information about the client (form 3) and when you close the case (form 4).
- Education and training session data (form 5): Record some basic information on the education and training sessions you provide.
 - Feedback form (form 6): please provide feedback about the online system

Surveys

Survey dissemination to clients/participants is important it provides the opportunity to assess client/participant satisfaction with the service delivered and assists to determine whether the program has made a difference in the clients/participants life.

Please note that a 50% survey return rate has been set for each SHLV funded project for the 2014/15 reporting period.

The portal page also includes two PDF surveys that you will need to print out and ask **case managed clients and education and training session participants** to complete and then mail back to ARTD for data entry and analysis.

Please post completed surveys to:

ARTD Consultants

DV Data Collection

PO Box 1167

QVB Post Office

NSW 1230

As of July 2014, the client survey (survey 4) is now available online also, so you can send the link to your exiting clients to complete rather than printing a hard copy survey.

In the periods when partner agency surveys are required, you do not need to distribute the survey to partner agencies; you just need to nominate three of your partner agencies using a form on the online system so that ARTD can send them an online survey. Further information about surveys is in section 3.6.

2.3 When should data be collected and submitted?

Your project will be able to add or edit data at any time during the reporting period. At the end of each reporting period, your project should ensure that all data is as complete as possible.

The deadline for each reporting period will be about two weeks after the end of the reporting period, usually between 13–16 July. The date will be on the portal and ARTD will confirm this date by email closer to the end of the reporting period.

2.4 What about data quality and privacy?

2.4.1 Accuracy and consistency

The calculation of performance measures will only be as accurate as the information you enter into the system. The system is designed to allow you to enter and save initial data about a client and then come back at a later date when you have more data to enter. You should only select 'not known' for a data item if you are unable to obtain the information.

For some characteristics, the data collection process asks that the client 'identifies' as belonging to a specific group (for example, Aboriginal or culturally and linguistically diverse (CALD)) or as having special needs. In all cases, you should only provide data that the client offered; you should not make assumptions or provide information that comes from a third party if the client has not offered the information themselves. However, do not present the data items to clients to complete and please do not request information that may make clients uncomfortable.

2.4.2 Privacy and personal information protection laws

Community Services Standard Service Agreement requires that funded service providers comply with the Privacy and Personal Information Protection Act 1998, as if they were a state government agency. Under this Act service providers need to obtain participants' consent (or, for children aged under 16 years, consent from the person with parental responsibility) to collect, use and disclose personal information. Personal information is defined in the Act as information or an opinion (including information or an opinion forming part of a database and whether or not recorded in material form) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion. While for the purposes of the SHLV Data Collection personal information is not given to Community Services, service providers should be aware of their responsibilities in this regard.

2.4.3 Security of the online system

We have set up significant measures to ensure the security of data collected through the online system. To access the system, service providers must use their unique ID and password to log in. The link to the online system, login details, and passwords are provided in separate communications as a further security measure.

The online data collection system uses Evaluation Solutions' system. This system operates on a dedicated server that sits behind a secure firewall, and is housed in a secure environmentally-controlled data centre with back-up power facilities and fire suppression protection. Access to the data-centre is strictly controlled by an electronic security and access control system.

To further ensure the security of data collected, the online system uses an 'https' secured site rather than the usual 'http'. This means all data is encrypted between the person's computer and the server (similar to internet banking).

De-identified data entered into the online system hosted by ARTD Consultants will be provided securely to NSW Department of Human Services, Community Services, and not used for any purposes other than SHLV performance monitoring and evaluation.

2.4.4 A note on IDs

Identification codes (IDs) are required to match people and the contact they have with your project (either referrals instances or periods of service as a client of your project). In the online system the key ID that ensures all forms and records are assigned to the same person is the 'Referral ID'. This is automatically generated by the system when you add a new referral or client. The only ID that you have to provide is the 'Service Client ID', which is an ID or name you allocate to people referred to your project (e.g. the ID your own project uses to keep track of clients). This is so that you can recognise the client to update details or close a case. The ID you allocate should not use a client's name or other identifying information.

2.5 How do I provide feedback?

We encourage all service providers to provide feedback through the feedback survey in the online data collection system. We will consider feedback from all service providers in making decisions about how to improve the online system.

2.6 Who do I ask for help?

ARTD Consultants and Community Services are jointly supporting data collection; each has a different role.

1. If you have general questions about data requirements, please contact your nominated district project officer at Community Services.
2. If you have questions about access to, or the functionality of, the online data collection system, please contact ARTD Consultants at DVMonitoring@artd.com.au.

3. Detailed instructions

This chapter provides detailed instructions for entering data into the online system. Reading this chapter and the definitions (in chapter 4) before you begin entering data will make the process easier and help ensure service providers record data in the same way.

3.1 Overview of the online system

The image below shows the online data collection 'portal' page. This is a page that has its own web address (URL) that you connect to using your web browser (Internet Explorer, Firefox, Google Chrome, etc.). It contains instructions, links to more detailed PDF documents (like this one) and the key data tables where you will add and edit data.

Staying Home Leaving Violence data collection

Data collection period: 1 July 2014 – 30 June 2015

SSID: ARTD1001

Agency Name: ARTD

Contact Person: Miriam SHLV

Instructions	Project Data	Referrals and client data	Education & training session data	Partner agencies	Feedback
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Welcome to the Staying Home Leaving Violence (SHLV) performance data collection system. This page provides the information you need about the data collection ([service provider guidelines](#)) and the forms in which you will record your data.

As of April 1 2011, you have been able provide all monitoring data Community Services requires about the work you do with clients and the education and training sessions you deliver through this online system. The online system has replaced all previous annual reporting templates, and the data items used here are those agreed to in consultations with service providers.

Reporting Period

The fourth data collection period is for twelve months, between 1 July 2014 – 30 June 2015. **Please ensure all required data is entered and accurate by Monday 14 July 2014.**

Note: based on feedback we received from service providers, we made some changes in January 2012 to improve the data collection portal.

1. **Referral data:** This means the first step when entering a referral will be to check if there is an existing record for the person referred (using the Service Client ID you have for the person). If there is, the new referral information for that person will now be associated with the record for that person in the client data table. This will make it easier to keep track of the number of referrals and number of individual people referred
2. **Case coordinated clients:** You are now expected to record additional data for case coordinated clients (forms 3 and 4) as you have been doing for case managed clients. There is an additional tab in the client table for case coordinated clients to help you manage the data for them.
3. **Changes to data items and response categories for referrals and clients (forms 2, 3 & 4):** As you go through the forms, you will notice that some questions have changed and there are more response categories for certain questions. If your practice is to print out blank forms and use these to record your data before entering it online, for all new referrals/ clients you will need to make sure to print the updated forms. There will be PDF versions of the blank forms available to download and print from January 2012.
4. **Data export function:** we have enhanced the data export function to make it easier for you to look at the data you have recorded in the system.

The guidelines have been updated to reflect the changes to the portal, so if you have any questions, you should be able to find the answer there.

Service provider guidelines

The portal page has five sections that comprise the core of the data monitoring system:

1. Project data (form 1)
2. Referral and client data (form 2, form 3, form 4, Survey 1)
3. Education and training session data (form 5, Survey 2)
4. Nominate partner agencies for an online survey (to complete Survey 3)
5. Feedback on the monitoring process.

As of July 2014, these various sections of the portal appear in tab form – you simply click on the tab you need and the information and data entry form for that section will appear.

Project form	Status	Actions
Project data	Complete	Edit Print

In this chapter we will explain the data entry for each of these sections in more detail, but below we have provided a brief overview of how you will enter data in the system.

3.1.1 How do I enter data?

You enter data in the system by clicking on the appropriate button or action. Clicking on a button or an action will direct your web browser to an electronic form where you enter the required data.

- A button is a shaded grey box. When you click on it, it will open a form. 
- An action looks like text in a table. When you scroll over an action, the text will turn red. When you click on it, it will open a form. 

Once you have finished entering your data, you need to save the form.

- You can save your data by clicking on the 'save' button. 

In some forms, there are questions marked with an asterisk (*) these are mandatory questions that you must complete before you can save the data you have entered. If you have forgotten to answer one of these questions, you will get an error message when

you try to save the form. When this happens, the text for the question/s marked with an * that you have forgotten to answer will turn red. Once you have completed the question/s, then you can save the form as normal.

In November 2013, more questions were made mandatory so you will need to answer all of these questions before you can save a form. If there are old records in your client table that have data missing, a red exclamation mark will appear next to this client record, alerting you that you must open the client record and complete the mandatory questions prior to the end of the reporting period.

During the reporting period, you can re-open forms (by using the actions in the table) and enter new information or edit information you have recorded. If you start re-entering data and make a mistake, you can click on the 'revert to saved' button at the bottom of a form. This will revert to the version of the form showing the questions completed when you last saved; it will only revert to a blank form if you had not saved answers to any questions.

Revert to Saved

More than one person will be able to log-in and add data to the portal at the same time. This will not be an issue if they are working on separate client forms. But the system doesn't prevent two people editing the same form; if this happens, the data recorded by the last person who 'saves' the form will be kept in the portal.

3.1.2 How can I get a copy of the data I have entered into the system?

The system provides three ways of helping you keep track of the data you have entered into the system.

1. You can print off any form into which you have entered data.
 2. The referrals/ client table will show the total number of referrals and active/ closed case coordinated and case managed clients.
 3. You can download all the data you have entered on clients and referrals data into an Excel spreadsheet.
- To download your data click the



Export all Clients and Referrals

3.1.3 What about the surveys for clients and education and training session participants?

In addition to the tables and forms, the online system includes two PDF surveys to be downloaded, printed and distributed to the people your service works with. One is for clients at the end of intensive service delivery and the other is for those attending any education sessions you run. The client survey is also available online and you can give an exiting client the link.

- You can open the survey by clicking on the PDF symbol.
- Print out the survey, using the 'print' function in your browser.
- Further information on surveys is in section 3.6.



3.1.4 How do I print client data forms?

Guidance on printing forms once you have entered client data

To print a form so that all the information you have entered in the long response option boxes is visible:

1. Go to the portal home page
2. Find the client's ID in the Referrals and Client Data table. You can use the 'Search Service Client ID' function; this function only searches in the 'tab' of the table you have selected, so for a general search select the 'All referrals & clients tab'.
3. Next to the client's ID, there are four actions. Click on 'print client' for forms 2 and 3 (for any type of client) or 'print closed case' for form 4 (for case coordinated and case managed clients).

Please Note: While you can print a client form using the drop-down 'File' menu in the top left corner of your browser window when you are viewing that client's form, the printed form will only show the parts of the long response questions that are visible on the screen.

Guidance on printing blank forms

Blank versions of forms 2, 3 and 4 are available as PDF downloads on the portal. You can click on the form you want to download as a PDF document and then print by selecting 'Print' from the 'File' drop down menu on the top left corner of your browser screen.

3.2 Project data (form 1)

Most of the data required about your project will come from Community Services management records. This includes information about the location of your project and

the target numbers of community and service provider education and training sessions you are expected to run in a reporting period.

To contextualise this data, the project data form asks you to record the most significant highlights you experienced and the most significant challenges you faced, in this reporting period. In 2013, two questions were added to enable you to share a case study story, trends and system changes. The project data section gives you the opportunity to report briefly on the things you are doing that do not 'fit' into the other data items.

3.2.1 Data entry–Project data (form 1)

To add project data you must select the project data tab of the online system (see image below).



There are two ways you can open the project data form:

- click on the 'Add project data' button
- click on the action 'Project data' in the table.

You can edit data during the reporting period, by clicking 'Edit' in the table.

At the end of the reporting period, this form will be 'Reset' so you can add new data relevant for the next reporting period.

3.2.2 Data items–Project data (form 1)

1. Name of person submitting data

Record the name of the person in your service that completes the form.

2. Please describe some of the most significant highlights your service had in providing the SHLV program during the reporting period

Describe the most significant highlights for your project during the reporting period. These will be unique to each project but may include developing new partnerships, referrals to or from new agencies, successful outcomes for clients and delivery of new education and training sessions.

3. Please describe some of the most significant challenges your service had in providing the SHLV program during this reporting period

Describe the most significant challenges for your project during the reporting period. These will be unique to each project but may include service system issues in the local area, receiving referrals for more people than you had the capacity to case manage, and difficulties supporting clients through court processes.

4. Case study

Use this space to describe a brief case study of your choosing from the project's work this quarter. The aim is to provide a window into any aspect of SHLV work that you would like to demonstrate, for example, overall complexity, cultural issues, specific advocacy or conversely the simplicity of a case.

5. Trends and system changes

If not already covered in questions 2 or 3 please describe any of your project's achievements this quarter in relation to how the SHLV integrated service system is working or gradually evolving and let us know if progress is being made.

For example, have you successfully negotiated a local Memorandum of Understanding MOU or agreement? Has your community education work triggered additional Domestic Violence (DV) support for clients? Have you finally been able to solve a specific problem collaboratively with another organisation that will improve services for all women, and questions of the like?

6. Date submitted

Please record the date you complete this form.

3.3 Referral, client and case closure data (form 2, form 3, form 4)

This is the section where you record information about the people referred to your service and the support you provide them.

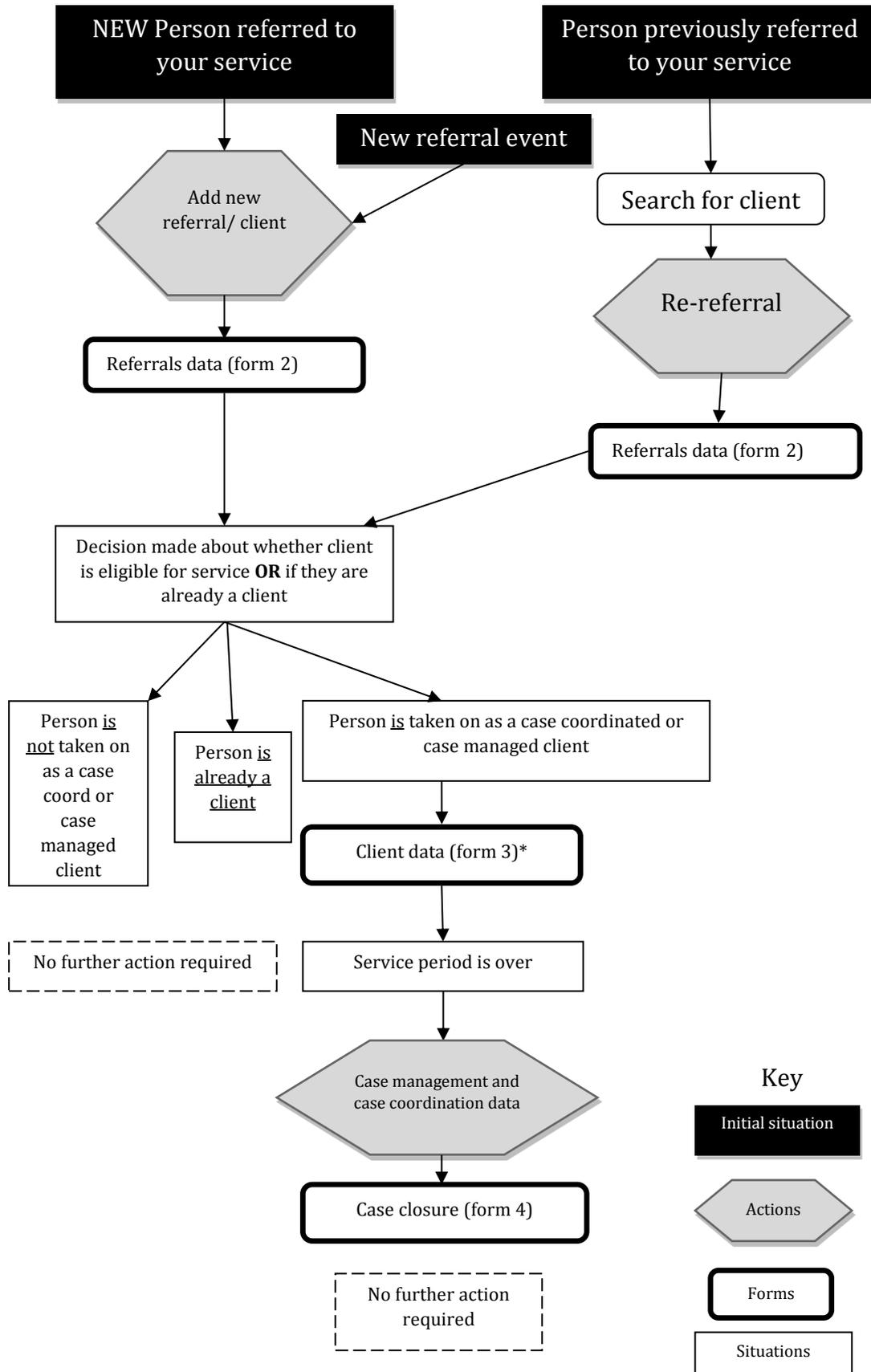
For each person referred to your service, the basic data entry process is to check the person is not already in the system using the 'Search Service Client ID' function; this function only searches in the 'tab' of the table you have selected, so for a general search select the 'All referrals & clients tab'. If they are not, then click the button to 'Add new referral/ client and complete the form that is generated (form 2). If the person has previously been referred to your service, their previous record will appear in the referrals and client data table and you will need to click on 'Re-referral' to enter data about the new referral.

If the person receives case coordination or case management, you will be asked to complete some additional information about them (form 3). These additional questions will appear when you select 'client received case coordination' or 'client received case management' at question 8. When a case coordinated or case managed client exits² your service, you will need to complete a final case closure form (form 4). If a person comes back to your service, you will need to locate their record and click 'Re-referral' so you can enter new data about them.

At any time in this process, you can access a client record by using the 'Search Service Client ID' function above the referrals and client data table on the portal page and then clicking on an action for the current record for that case.

Over the page we provide a flow chart that shows how you will complete data for the people referred to your service and those you take on as case coordinated and case managed clients. More detailed information about each form is provided in this section.

² If your project does not formally exit clients, case closure is when there is no more planned work with the client, it is anticipated they will not require further contact with you and no on-going follow-up calls are planned.



*Data items to be completed for case coordinated and case managed clients (form 3) will be revealed at the end of the data for all referrals (form 2) when your selection indicates the client is to receive case coordination or case management.

3.3.1 Referrals (form 2)

You are required to record some basic information about every referral and re-referral to your project (this includes self-referrals).

In the referrals data, you need to record the outcome of a referral, i.e. whether the person received an information and referral service only, case coordination or case management (except for re-referrals for a current active client—for these clients the outcome will be pre-filled as a referral only event for a current client).

If the outcome of the referral is that the client received case coordination or case management, you will be asked to fill in some additional demographic data about them. (See 3.3.2)

Using form 2

You will use form 2 to record all the work you do for people who receive **an information and referral service only**. There is no case closure form for these clients because the assumption is that you will work with these clients over a much shorter time period than case coordinated and case managed clients.

For **case coordinated** and **case managed clients**, you will use form 2 to record only the work you do with a client when they are first referred to your service (i.e. at intake). This is because the additional work you do with case coordinated and case managed clients during the case management period will be covered in form 4 on case closure. You do not need to re-open form 2 to add in additional services you provided during the case management period. We understand that form 4 will not capture everything you do with a client—a monitoring system should not attempt do this because limited, but accurate, data is more important than a mass of unreliable data—but it does capture all the essential information needed for monitoring.

3.3.2 Client data (form 3)

If a client receives case coordination or case management, you will be asked to fill in some additional demographic data about them. If they have previously been a client of your service, some of the demographic data that is not expected to have changed will be pre-filled from their previous record; you will just need to answer the remaining questions.

Please note that you should complete these data items based on your knowledge of the client from the information you find out from them during the course of working with them. You should not complete this form with the client; and please **do not** directly ask clients the questions about whether they are affected by socio-economic disadvantage

and social exclusion. See chapter 4 for the definitions of socio-economic disadvantage and social exclusion; there are also some questions you can ask and information you are likely to find out in the course of working with a client that would indicate a client is affected by social exclusion or socio-economic disadvantage.

3.3.3 Case closure (form 4)

You will need to submit data about the work you did with case coordinated and case managed clients when a client formally exits your project, i.e. it is not anticipated that they will require further contact with you and no ongoing follow-up calls are planned.

A client may also exit your project if they

- return to a relationship with the perpetrator
- move out of the area
- stop engaging.

We understand that some clients who formally exit your project will return for further support at a later stage. Your project's practice may be to open a new file or re-open an old file if a person returns to the project, but, to ensure consistency across the different service providers delivering the SHLV and ID&FVSPs, for the purposes of monitoring data, a new service period (but not a new client) must be recorded when a former client returns to your project.

This means that if a former client returns to your project you will need to find their record in the online system (using the 'Search Service Client ID' function; this function only searches in the 'tab' of the table you have selected). Once you have found the right client, you need to click 'Re-referral' to enter new data for them.

3.3.4 Data entry overview—Referral, client and case closure data (form 2, form 3, form 4)

To enter the data on referrals and clients go to the referrals and client data tab of the online system. In the main table, (see image below) you will notice five tabs; Referrals, Active case coordinated clients, Active case managed clients, Closed clients and All referral & clients.

The screenshot shows a web interface for data entry. At the top, there is a button labeled 'Add New Referral/ Client' and a search box labeled 'Search Service Client ID'. Below these are five tabs: 'Referrals', 'Active case coordinated clients', 'Active case managed clients', 'Closed clients', and 'All referrals & clients'. The 'Active case coordinated clients' tab is currently selected. Below the tabs is a table header with the following columns: 'Referral ID', 'service count', 'Service Client ID', 'Client Type', and 'ACTIONS'.

First step—searching the system

Using the Search Service Client ID function

Before you add data, the first thing you need to do is check the person is not already in the system using the 'Search Service Client ID' function. This function only searches in the 'tab' of the table you have selected. For general searches like this, highlight the 'All referrals & clients' tab prior to commencing your search. Then enter the Service ID in the box and click the 'Search Service Client ID' button.

Using the tabs

Where does the data I record about referrals and clients appear in the referrals/clients table?

The data will appear in the table differently depending on the service the person receives and whether or not they are a current client.

- If the outcome of a referral is that the person **receives an information and referral only service**, when you save their data, their record will appear in the 'Referrals' tab of the table.
- If the outcome of a referral is that the **person receives case coordination**, when you save their data, their record will appear in the 'Active case coordinated clients' tab of the table.
- If the outcome of a referral is that the **person receives case management**, when you save their data, their record will appear in the 'Active case managed clients' tab of the table.
- **When you close a case** (i.e. you enter the data in form 4 and select 'save and close case', the record for that client will move to the 'Closed clients' tab of the table.
- **When a client returns to your service** and you click on 'Re-referral' two things may happen.
 - If the outcome is that the person **receives an information and referral service**, when you save their data, a second record for them will appear in the 'Referrals' tab. This will have a new service count number (for example, the service count number will be 2, if it is the second time they have been referred to your project).
 - If the outcome is that the person **receives case coordination or case management**, when you save their data, a second record for them will appear in the 'Active case coordinated clients' or 'Active case managed clients' tab. This will have a new service count number (for example, the service count number will be 2, if it is the second time they have received a period of service from your project). They will remain there until you close their case.

Sorting records

To make it easier to find the record you want to edit, you can also sort data in the referrals/ client table in either ascending or descending order by Referral ID, Period ID, Service Client ID and client type; this is achieved by clicking on the column heading (once for ascending or twice for descending).

3.3.5 Data entry—Referrals (form 2)

For a person that has not previously been referred to your service

To record a referral for a person that has not previously been referred to your project, click the 'Add New Referral/ Client' button.

When you do this, an electronic form (form 2) will open up, ready to be completed.



When you have finished entering the referral data, you need to click the 'save' button to save your data. If the outcome of the referral was that the person received an information and referral service only then the record will appear in the referrals/ client data table under the 'Referrals' tab. But if the outcome for the client is that they received case coordination or case management, additional questions will appear to be completed (form 3).

For a person that has previously been referred to your service

If you receive a referral for someone that has previously been referred to your service, you will need to locate their record in the client data table by using the 'Search Service Client ID function' (this function only searches the 'tab' of the table you have highlighted). Once you have found their record, you will need to click on the action 'Re-referral' and complete referral information about them.

- If the person has previously received only an information and referral service and the outcome of this referral is
 - the same you will fill out a form 2 only; there will now be a second record for the person in the 'referrals' tab, identified by service count '2'.
 - case coordination or case management, you will fill out a form 2 and form 3; there will now be a second record for the person in the 'Active case coordinated clients' or 'Active case managed clients' tab, identified by service count '2'; this is the record you will use to update client data and close the case.
- If the person is currently being case coordinated or case managed and you receive another referral for them, you will fill in a form 2. Because the system recognises this person is already a current case coordinated or case managed client—the question asking you what the outcome of the referral is will be pre-filled as an instance of referral only for a person you are already working with. A second record for the person identified by service count '2' will appear in the 'referrals' tab, but you will only need to update and close the original record for client in the 'Active case coordinated clients' or 'Active case managed clients' tab.
- If the person is a previous case coordinated or case managed client whose case has been closed and the outcome of this referral is
 - information and referral service only, you will fill out a form 2 only; the client's record will remain in the closed clients tab and a second record with the service

- count '2' (or 3, 4 etc., depending on the number of referrals) will appear in the referrals tab
- case coordination or case management, you will fill out forms 2 and 3. Some of the demographic data in form 3 that is unlikely to have change will be pre-filled from the client's last record with your service, the rest of the questions you will need to respond to again. A second for the client with the service count '2' will appear in the 'Active case coordinated clients' or 'Active case managed clients' tab.

3.3.6 Data entry—Client data for case coordinated and case managed clients (form 3)

Additional questions about case coordinated and case managed clients appear when you select the outcome of a referral as 'Client received case coordination' or 'Client received case management' at question 6 of form 2. You can update client data, which includes demographic information, during the reporting period because you may not know all the details when you first start working with a client. For example, you may not know whether they identify as socially excluded when you first record demographic information, but as you have subsequent interactions with the client, you are able to record this information. Please complete as much information as you can, adding any additional information over time, by clicking on 'Update intake data' next to the client's record.

3.3.7 Data entry—Case closure (form 4)

When a client formally exits your service you need to complete the case closure form. To do this, click 'Close case' in the client data table next to the appropriate client record. This will open up the case closure form. If you have finished working with the client, once you have completed this form, click the 'save and close case' button at the bottom of the form.

You can also add data to the case closure form throughout the time you are supporting the client. You can do this by answering the questions you know and then clicking the 'save and keep case open' button.

3.3.8 Data items—Referral data for referrals and re-referrals (form 2)

Please Note: For form 2, questions 1, 4, 5, 6, 7, 8, 9 and 11 are all mandatory questions that are marked with an *. You will not be able to save the data you have entered until you respond to these questions.

1. Service Client ID

The first step is to add your ID for the client in the—‘Service Client ID’ field (for privacy reasons, you should not use a client’s name as their ID) and click on ‘Submit’.

You will not be able to open form 2 until you have entered a Service Client ID.

It is important that you keep a record of which ID belongs to which client so that you can come back to the record and update it later.

You will not be able to update the Service Client ID once you have saved a form because this ID is important for keeping track of re-referrals and new periods of service for the same person.

Please Note: Questions 2 and 3 below are for re-referrals only. If you are entering a new client, you will not see questions 2 and 3.

2. What has triggered this re-referral?

This is an open text box where you can describe the reason the client has returned to your service in a few words.

3. Has anything changed since the previous referral?

Select from a list or describe any changes in the ‘other’ box.

4. What date was the person referred to you?

Record the date the person was referred to your project. If the person was self-referred, record the date the person first contacted your project (either by phone or face to face). Use the calendar function on the form to select the date the client was referred.

For services that do not formally close cases, record the date that a client you have not been actively working with for some time is re-referred or contacts you again.

5. What was the person’s relationship to the perpetrator at the time the violence occurred?

Select from the list the client’s relationship to the perpetrator at the time the domestic or family violence occurred.

6. Is the perpetrator female or male?

Please indicate whether the perpetrator is male or female.

7. If there was more than one perpetrator, what was the person’s relationship with the second perpetrator at the time the violence occurred?

Select from the list the client's relationship to the second perpetrator at the time the domestic or family violence occurred. You can also select *Not applicable - there was only one perpetrator*.

8. If there was more than one perpetrator, was the second perpetrator female or male?

Please indicate whether the second perpetrator is male or female. You can also select *Not applicable - there was only one perpetrator*.

9. Where was the person referred from?

Select the agencies that referred the person to you or indicate if it was a self-referral (see chapter 4 for definition of a referral). If more than one agency referred the person to you, please select all that are applicable. If an agency other than those listed referred the person to you, select the 'Other' category and record the agency.

10. What was the outcome of the referral to your service?

Select the outcome from the list; you will only be able to select one outcome.

Please Note: This question will be pre-filled for re-referrals of current case coordinated or case managed clients. It will be pre-filled as an instance of referral only for a person you are already working with.

11. Did any of the following apply for this person?

The question asks you to select from the list any of the circumstances that applied to the person referred to your service. It is intended to provide some extra information to clarify the outcome of the referral.

12. To which external services did you refer the person? (Only assisted referrals)

Select the external services that you referred the person to. You can select multiple services from the list, if you referred the person to more than one external service. If you referred the person to an external service not in the list, select 'Other' and record the service. If you did not refer the person to any external services, please select 'No referral made'.

See chapter 4 for definition of a 'Referral out'; only assisted referrals are counted as 'Referrals out'. If you let a person know about another service but do not make an assisted referral, please record this work as having provided information/ resources in the following question on 'services provided'.

If a client received information and/ or referral only, this is the end of the questions you must complete for them.

3.3.9 Data items—Client data (form 3)

Questions in form 3 will appear only for case coordinated or case managed clients.

13. What was the result of the initial Domestic Violence Safety Assessment Tool?

Select between Serious threat, At threat and No threat.

14. Have you identified a child at risk?

Indicate if you have identified a child at risk.

15. If Yes, Did you apply the Mandatory Reporting Guide?

Note: a link is available on the portal to the Mandatory Reporting Guide for your reference.

Only answer question 12 if you answered yes to question 11.

16. If Yes to Q12, select which of the following you made a referral to.

Select where you have made a referral to.

17. In what type of housing was the client living when the domestic or family violence occurred?

From the list select the client's living situation at the time of the domestic or family violence for which they sought support from your project. If you do not know, and do not find out this information during the course of working with the client, then please select 'Not known'.

18. How old is the client?

Select the age group of the client from the list.

19. Was the client pregnant when referred to your service or was she pregnant at any time in the two-weeks before being referred to your service?

If the client is currently pregnant or was pregnant at any time two weeks before she was referred to your service, please select "Yes" for this question. The rationale for this two-week period is to broaden the data catchment in case a woman has just had a baby or miscarried. If you do not know, and do not find out this information during the course of working with the client, then select 'Not known'.

20. How many children and young people aged under 18 years old are in the care or partial care of the client?

Indicate how many children or young people are in the care/ partial care of the client.

Do not include those that are not in the client's care/ partial care, e.g. those children or young people in Out-of-Home Care. Also exclude unborn children.

Please use digits (e.g. 4) to record the number of children and young people. If no children or young people are in the care or partial care of the client then enter '0'.

If you do not know, and do not find out this information during the course of working with the client then please leave this blank.

21. Does the client identify as Aboriginal and Torres Strait Islander?

Indicate whether the client identifies as Aboriginal and Torres Strait Islander, see chapter 4 for definitions of Aboriginal and Torres Strait Islander. If you do not know, and do not find out this information during the course of working with the client, then please select 'Not known'.

22. How many of the children and young people aged under 18, who are in the care or partial care of the client, identify as Aboriginal and Torres Strait Islander?

Indicate how many of the children or young people aged under 18, who are in the care or partial care of the client, identify as Aboriginal and Torres Strait Islander. See chapter 4 for definition.

Please use digits (e.g. 4) to record the number of children and young people in the care or partial care of the client that identify as Aboriginal and Torres Strait Islander, then enter '0'. Please exclude unborn children.

If you do not know, and do not find out this information during the course of working with the client, then please leave this blank.

23. How long has the client lived in Australia?

Please indicate from the list how long the client has been in Australia. If you do not know and you do not find this out during the client's time in the project then select 'Not known'.

24. Does the client speak a language other than English at home?

If the client speaks a language other than English at home, select 'Yes' for this item and specify the language they speak. If they only speak English at home, select 'No'. If you do not know whether they speak a language other than English at home and you do not find this out during the client's time in the project, select 'Not known'.

25. What is the ARIA code for the client's current address?

Please select the appropriate category from the Accessibility/Remoteness Index of

Australia (ARIA) by referring to the link provided on the portal at question 20. This will open a table of ARIA codes, from which you can search a postcode or suburb/ area and find the corresponding ARIA code.

26. Did the client indicate they are affected by socio-economic disadvantage?

If a client indicates they are affected by socio-economic disadvantage in line with the definition and guidelines in chapter 4, select 'Yes'. If they have not at all indicated they are affected by socio-economic disadvantage, select 'No'.

In answering this question, please refer to the definition and guidelines in chapter 4. Please do not directly ask clients whether they are affected by socio-economic disadvantage. You can use the guidelines as a basis to ask the client questions around this topic.

27. Did the client indicate they are affected by social exclusion?

If a client indicates they are affected by social exclusion in line with the definition and guidelines in chapter 4, select 'Yes'. If they have not at all indicated they are affected by socio-economic disadvantage, select 'No'.

In answering this question, please refer to the definition and guidelines in Chapter 4. Please do not directly ask clients whether they are affected by social exclusion. You can use the guidelines as a basis to ask the client questions around this topic.

28. Did the client identify they have a disability?

Indicate whether the client identified they have a disability. Disabilities must be diagnosed by a qualified physician, and the client must indicate to you that they identify as having a disability. See chapter 4 for disability definitions.

29. Did the client identify they are the caregiver of a child or young person aged under 18 with a disability?

Please indicate whether the client identified they are the caregiver for a child or young person under the age of 18 with an identified disability (see disability definitions in chapter 4). Please note that the child or young person must be in the care of the client, not in Out-of-Home Care.

30. Did you use the Outcome Rating Scale with the client on intake?

This question is to remind you to complete an Outcome Rating Scale. A Yes or No response is required on the portal.

Please see Appendix 1 (pages 48-52) for more information about the Outcome Rating Scale and how to administer it.

31. What date was it decided this client would be case coordinated/ case managed?

Please indicate the date your project accepted the person as a client. Use the calendar function on the form to select the date.

3.3.10 Data items—Case closure (form 4)

Please complete this form when a client has formally exited from your service i.e. it is not anticipated that they will require further contact with you and no ongoing follow-up calls are planned.

1. What date did the client's service period end?

Please indicate the date on which the client's case was closed. See definition for case closure in chapter 4. Use the calendar function on the form to select the date.

2. What is the reason the service period ended?

From the list, select the reason the client's case was closed; you may only select one option.

3. What is the client's current housing situation?

From the list, select the client's living situation when they exit from the project. If you do not know the client's living situation when you close the case, e.g. if the reason a client's case was closed is because the client disengaged and you have had no recent contact with them, please select 'Not known'.

4. Has the client maintained a job since entering the service, including jobs they may have commenced while working with the service?

If the client maintained the same job they were in when they first came to your project throughout the whole service period and are still in that job when they exit, then select 'Yes'. If the client started a new job during their time in the project and is still in that same job when they exit, select 'Yes'.

If the client did not maintain either their original job or a new job or was not working at all throughout the service period, then select 'No'.

If you do not know about the client's employment situation at exit, then select 'Not known'. Select 'Not applicable' if the client's circumstances mean this question is not relevant to them e.g. if the client is long-term unemployed or a full-time parent.

5. Has the client maintained a formal course of study they started before entering the service, including courses they may have commenced while working with service?

Please Note: The client must be in formal education to gain a qualification at TAFE or university, to answer 'Yes' to this question.

If the client continued with a formal course they were enrolled in when they first contacted your project and are still continuing with the course when they exit, select 'Yes'. If the client commenced a new formal education course during their time in the project and is still continuing with that course at exit, select 'Yes'.

If the client discontinued either the course they were originally studying or a new course they started or if they have not been involved in any formal education courses during the service period, select 'No'.

If you do not know about the client's studying situation at exit, then select 'Not known'. Select 'Not applicable' if the clients circumstances mean this question is not relevant to them, e.g. if the client was never engaged in formal study.

6. Did all the client's children remain in the same childcare or school throughout the service period?

Please indicate whether all the client's child/ren remained in the same school or child care they were in before they became a client of your project. This question refers only to those children and young people in the care or partial care of the client recorded in the client data from (form 3). Even if only one child in the client's care/ partial care changes their care/school the answer for all will be 'No'.

If the client does not have children or young people under the age of 18 in their care, please select 'Not applicable, client does not have children'. If you do not know about the children's schooling/ child care situation when the client exits, please indicate 'Not known'.

7. What safety planning and security work did the client receive?

Please select from the list the type/s of safety planning and security work your project provided for the client during their service period. If you provided multiple services on the list, then select all services provided. If you provided a type of safety planning and security support not covered in the list, please select 'Other' and indicate what this service was. If you select 'Other' for this question, it is mandatory to specify what the service was; you will not be able to save and close this form until you provide a response.

Due to the SHLV service model focus on risk and safety, it is expected all options will be selected for the majority of SHLV clients.

8. Which of the following services did you support your client with through the Police and Apprehended Domestic Violence Order (ADVO) application?

From the list select the support you provided the client through the Police and ADVO application process during the current service period. If you provided multiple supports on the list, then select all supports provided. If you provided a type of support related to the Police and ADVO application process that is not on the list, please select 'Other' and indicate what that support was. If there was no need for a Police and ADVO application, select 'Not applicable'.

9. What other services did you or your organisation provide for this client?

Record only services provided to the adult client here. Services provided specifically to children are recorded in question 10 below.

Select the services you or your organisation provided for the person. If you provided more than one service, select all services you provided. If you provided a type/s of service not in the list, please select 'Other' and record the type of service provided. If you did not provide the person with any services within your organisation, please select 'No other services'.

10. What services did you or your organisation provide for this client's child/ren?

Record only services specifically provided to, or for, the children. These are services additional to the services provided to the child's parent/ carer.

Select the services you or your organisation provided for the person's child/ren. If you provided more than one service, select all services you provided. If you provided a type/s of service not in the list, please select 'Other' and record the type of service provided.

If you did not provide the children with any services within your organisation, please select 'No services'. If this question is not applicable to the client (e.g. the client has no children), please select 'Not applicable'.

11. Did the client have a final exclusion order on entry to the program?

Please indicate whether the client had a final exclusion order before they came to your project.

If the client did have a final exclusion order on entry to the project then you will proceed straight to Question 14 about whether there were breaches of the exclusion order.

If the client did not have a final exclusion order on entry to the project then Question 12 will appear.

12. Was an exclusion order sought?

Please indicate if the client sought/ was in the process of seeking an exclusion order during the service period.

If 'Yes', then Question 13 will appear, asking whether the order was granted. If 'No', then you will proceed to question 15 for case managed clients or question 28 for case coordinated clients.

13. If an exclusion order was sought, was the order granted?

Please indicate whether an interim or final exclusion order or no exclusion order was granted to the client during their service period.

If 'Yes', then Question 14 will appear, asking how many breaches, if any, occurred. If 'No', then you will proceed to question 15 for case managed clients or question 28 for case coordinated clients.

14. Were there any breaches of an exclusion order (including interim order) during this period?

You will be asked this question only if the client received an interim or final exclusion order.

When there are breaches, in the 'number of breaches' field you should count breaches of an exclusion order reported to your project even if these have not been reported to the Police. If an exclusion breach is reported both to the Police and your agency, this should only be reported on this form once (i.e. report the number of breaches not the number of times a breach has been reported). Even if charges have not been laid, this should still be counted as a breach for reporting purposes.

Please answer using digits, e.g. '2'.

If you do not know whether there were any breaches of an exclusion order, please select 'Not known'.

15. If a DV-related criminal conviction was sought, did your service provide court support to the client to pursue the matter in court?

- a. Mention**
- b. Hearing**

Indicate if your service provided court support at a mention or hearing.

Q16-28. What were the goals that were set with the client and how well were they achieved?

*These questions will appear only for **case managed clients** not case coordinated clients.*

Use the boxes next to the goal to indicate whether it was achieved, partially achieved, or hardly or not achieved. For all goals that do not apply to a particular client, please select 'Not a goal'.

29. Please select any of the following partner agencies that worked with your service in supporting the client (i.e. with whom you had multiple discussions about the client to plan or coordinate services).

Please select from the list, which partner agencies worked with your project to support the client during the service period. If you worked with an agency not on the list to support the client, then select 'Other' and indicate which agency.

To indicate an agency worked with you to support the client, you do not need to have had a joint case plan but you do need to have had multiple discussions with the agency to plan or coordinate services for this particular client. Your broader work with partner agencies is captured in the partner survey—this question captures only joint work on particular clients.

If you did not partner with any agencies on this client, select 'Did not partner'.

30. Please select any of the following external agencies that you referred the client to during the support period that you know actually supported the client.

From the list, please select all external agencies you referred the client to during the service period that actually took up the referral; you can select multiple services. See chapter 4 for definition of a referral out; only assisted referrals are counted as 'Referrals out'. If you made a referral to a service not on the list, then please select 'Other' and indicate which service. If you did not partner with any agencies in supporting the client, please select 'Did not partner'.

Please do not select an agency if they did not actually take up the referral and work with the client.

31. Was a Domestic Violence Safety Assessment Tool re-assessment conducted prior to exit?

Please indicate if you did a re-assessment prior to exit.

32. If yes, was the result of the re-assessment?

Please indicate the result of the assessment.

33. What was the client's safety status at case closure?

Please indicate whether the clients' safety had 'improved' by the time the case was closed or if there was 'No improvement or minimal improvement in safety'.

34. Have you provided the client with a Client Feedback Survey and inquired about their willingness to participate in a future evaluation of SHLV?

This question is included to remind you to ask the client to complete the client feedback survey and seek their consent to participate in an evaluation of the SHLV program.

35. Have you completed the Outcome Rating Scale with the client upon closure of this case?

This question is to remind you to complete an Outcome Rating Scale. A Yes or No response is required on the portal.

Please see Appendix 1 (pages 48-52) for more information about the Outcome Rating Scale and how to administer it.

36. Worker reflection: From your analysis as a worker, what were the most important issues that affected the outcomes in this case?

This section is for you to describe your views on case outcomes. For example: why did your interventions work well? Why did it take so long to achieve the client's goals or why was it so fast and easy? Why did the client stop attending appointments? Why, from your perspective did she not feel ready to take out an Apprehended Violence Order? And questions of the like. These can be system's issues; issues of worker skills and knowledge; or perhaps unique aspects of the client's life.

You can choose either to write dot points or a narrative up to 500 words.

3.4 Education/ training session data (form 5)

The SHLV Program undertakes community-level activities as well as work with individual clients. This is why you are asked to provide summary data on the number of sessions delivered during the reporting period, the number of participants in those sessions and the number of individual people reached by those sessions.

There is also an opportunity for you to provide any context about the training sessions you held. This question is trying to capture reasons you had more or less training than usual/ planned, rather than details of the training sessions.

3.4.1 Data entry—Education/ training session data (form 5)

To enter data on education/ training sessions, click on the education/ training session data tab of the online system (see image below).



Education and training session data

There are two things you need to do to provide information on the education and training sessions you provide.

1. Before each education/ training session, print off enough copies of the participant survey (below). At the end of the session, ask participants to complete the survey. If you provide programs that involve multiple sessions, then only ask participants to complete the survey at the end of the final session. Provide an envelope so participants can complete surveys anonymously, and then return surveys to ARTD.
2. Use the table below to record the total number of sessions your service delivered, the number of participants and the number of individual people you reached in the reporting period.



[Download education and training session survey](#)

Add education and training session data		
Education and Training form	Status	Actions
Education and training session data	Not Started	Edit Print

There are two ways you can open the education and training session data form:

- click on the 'Add education and training session data' button above the table
- click on the action 'Education and training session data' in the table.

You can edit data during the reporting period, by clicking 'Edit' in the table. Data will be archived and 'Reset' at the end of each reporting period so you can provide new data for the next period.

3.4.2 Data items—Education/ training session data (form 5)

1. What is the total number of sessions you delivered in the reporting period?

Please record the total number of sessions you have provided in a reporting period.

If you co-facilitate programs with partner agencies, please count these in the total number of sessions you provide.

You may provide multi-session program/s (e.g. an eight-week training course); if this is the case, please count each individual session of the program/s as one session of the total number of sessions you have provided. For example, if you provide 10 one-off sessions and two programs that have one session a week for eight weeks, then the total number of sessions you provided will be $10 + (2 \times 8 = 16) = 26$ sessions.

Please note the number of education/ training sessions should include only community and service provider education/ training sessions; do not use this form to record group work you do with clients of your project.

2. What is the total number of participants for all sessions you delivered in the reporting period?

At the end of each session you provide, you will need to count the number of participants. The total number of participants will be the total number of participants from each session in the reporting period. The number of participants is typically higher than the number of individual people reached because one person can participate more than once.

For example, if you run 10 one-off sessions and ten people attend each of these and two eight-week programs that 10 people attend each week, the total number of participants is $(10 \times 10 = 100) + ((2 \times 8 = 16) \times 10 = 160) = 260$ participants.

3. How many individual people did you reach through the sessions?

Please also record the total number of individual people you have 'reached' through these sessions in the reporting period.

For example, if you run 10 one-off sessions and ten people attend each of these and two eight-week programs that 10 people attend each week, then the total number of people you have reached is $(10 \times 10 = 100) + (2 \times 10 = 20) = 120$ individuals reached.

The number of individual people reached would be less or equal to the number of participants.

4. Please provide any comments to help us understand the amount of education/ training sessions you held in the reporting period.

This is a data item where you can comment on the way your project delivers education/ training sessions and the type of education/ training sessions you run to provide the context for the data you provided in Q1–3.

3.5 Feedback on data collection process

We are keen to obtain your feedback on the data system and how it works in practice at your service. We are asking you to provide feedback at the end of each reporting period if you have feedback about the system.

3.5.1 Data entry—Feedback on data collection processes

The feedback form is available on the online system. To provide feedback, scroll down to the feedback section of the online system (see image below).

Feedback form	Status	Actions
Feedback on data collection process	Not Started	Edit Print

There are two ways you can open the feedback data form:

- click on the 'Add feedback' button above the table
- click on the action 'Feedback on data collection processes' in the table.

You can edit data during the reporting period, by clicking 'Edit' in the table. You can edit feedback throughout the reporting period, by selecting 'Edit' in the table. The form will be archived and 'Reset' at the end of each reporting period so you can add new data for the next period.

3.5.2 Data items—Feedback on data collection processes

The survey asks for your opinion on your experiences of the online data collection system. It enables you to make comments so we can improve the system.

If you have difficulties during the reporting period, please contact ARTD regarding portal data entry or technical issues, if your query is related to the IDFVS program please contact your local Community Services Officer..

3.6 Surveys completed by clients, education and training session participants, and partners

This section outlines the survey **data that will be completed by case managed clients** at the end of intensive case management, by participants at the end of education/ training sessions, and by partner agencies.

3.6.1 Client surveys (Survey 1)

The client surveys are hard copy surveys that service providers give to case managed clients to complete. It is an important part of the data collection process because it captures how clients feel about the support they have received. Client surveys are also available online and you can give your clients the link.

Who do I ask to complete a client survey?

You should ask all **clients who received case management** from your project to complete the client survey.

Do not ask case coordinated clients to complete the survey.

When do I ask clients to complete the survey?

You should ask all case managed clients to complete the survey at the end of intensive case management. See chapter 4 for definition of end of intensive case management.

If your service does not formally close client cases, you should give the client the survey at the same time you complete the service period data, i.e. when there is no more planned work with the client, it is anticipated that they will not require further contact with you and no on-going follow-up calls are planned.

If a client has more than one service period with your project (e.g. if they return after six months and are re-accepted as a case managed client), you should give them the survey to complete again when their period of intensive case management ends.

Where do I get copies of the survey?

You can download and print out the survey from the online system by clicking on the PDF located in the referral/ client data section (see image below).



[Download client survey](#)

Before printing out the survey please double check that your Service Provider ID number appears on the top right hand corner—this is how surveys will be associated with your project. If it does not, please contact ARTD Consultants at DVMonitoring@artd.com.au

If your client would prefer the online version of the survey, you can email, text message or write down the link for them. The link is available on your portal page under the Referrals and client data section also.

What do I do to support clients to complete the survey?

When you ask a client to complete the survey, please remind them the survey relates to the services you have provided. Some clients may need assistance in completing the survey, so you may need to go through the questions with them.

How do I ensure the survey is anonymous?

Tell clients that the surveys are anonymous. To ensure clients feel that they can provide feedback without being identified there are a number of things you can do. You may

- create a sealed box (like a ballot box) into which clients can place completed surveys.
- give clients individual envelopes into which they can place completed surveys.

What do I do with completed surveys?

Please return all completed surveys to ARTD Consultants (at the address below) before the end of the reporting period.

ARTD Consultants
DV Data Collection
PO Box 1167
QVB Post Office
NSW 1230

3.6.2 Education/ training session surveys (Survey 2)

As well as the data you provide about the number of sessions you have run and the number of participants, please distribute a short hard copy survey to participants of education/ training sessions. The survey measures satisfaction with the session and impact of the session on participants' knowledge and understanding.

Who do I ask to complete an education/ training session survey? And when?

If you provide single-session education/ training programs, you should distribute the education/ training survey to participants at the end of each session. If you provide multi-session education/ training programs (e.g. an eight week program with weekly

sessions), you should only give participants the survey at the end of the last session (not every week).

Where do I get copies of the survey?

You can download the education/ training session survey by clicking on the PDF in the education/ training data section of the online system (see image below).



[Download education and training session survey](#)

Before printing out the survey please double check that your Service Provider ID number appears on the top right hand corner—this is how surveys will be associated with your project. If it does not, please contact ARTD Consultants (see Appendix 2).

What do I do to support participants to complete the survey?

When you ask a participant to complete the survey, please remind them the survey relates to the education/ training session they have just participated in; if they participated in a multi-session training program you delivered, please remind them that the survey relates to all of the sessions they participated in.

If anyone requires assistance, you may need to go through the questions with them.

How do I ensure the survey is anonymous?

As with the client surveys, it is important that participants feel that they can provide feedback without being identified. For example, you may create a sealed box (like a ballot box) or an envelope into which participants can place completed surveys.

What do I do with completed surveys?

As for the client surveys, please return all completed surveys to ARTD Consultants (at the address below) before the end of the reporting period.

ARTD Consultants
DV Data Collection
PO Box 1167
QVB Post Office
NSW 1230

3.6.3 Partner agency survey

An important part of SHLV is the quality of partnerships service providers develop and how these enhance collaboration and integrated working. As well as providing data on the number of agencies making referrals and the number of partner agencies that worked with particular clients (in client and case closure data), data on partnerships will be collected through a survey of partner agencies.

What do I have to do to support the partner agency survey?

Unlike the other surveys, you do not have to distribute the partner agency survey. The partner agency survey will be an online survey that ARTD will distribute.

All you need to do is to nominate a contact from three of your external partner agencies to receive the survey and provide their contact details. You can do this on the online system in the section labelled [nominate partner agencies for a survey](#).

You should also advise the contacts you nominated that they should expect to receive a short survey via email about their relationship with your service, and that it would be really helpful for the work you do together if they could take the time to complete it.

How often do I have to nominate partner agencies?

The partner agency survey will be administered each year in May. At times you are not required to nominate partner agencies, the [nominate partner agencies for a survey](#) section will be hidden from view.

You do not have to nominate different partner agencies each year, although it would be helpful for us to gain an insight into the range of partners you work with if you attempt to vary the partners you nominate.

3.7 Outcome Rating Scale

What is the Outcome Rating Scale?

The Outcome Rating Scale (ORS) is a formally validated and internationally accepted practice tool, based on the work of Barry Duncan, Scott Miller and Mark Hubble (2000). It is designed to be completed jointly with an adult client at regular stages throughout a case coordination/ case management process.

The tool has four questions that are easily understood and quick to complete. It has been successfully used in many intervention contexts, including with marginalised groups and in complex situations. It is a means to help clients reflect on changes in their life, to set new goals and to demonstrate the effects of the worker's support and their own efforts in relation to enhancing their overall well-being.

For each question, the client simply makes a mark (/) on a line to represent their perceived wellbeing.

If the tool is administered at commencement and then regularly throughout the service delivery period, the worker and client are able to look back and track improvements or changes in wellbeing. The conversation triggered by the questions supports strengths-based, individually tailored case work and also highlights areas of concern that can be followed up by the worker.

How often should it be administered?

The worker will decide the appropriate moments to seek the client's rating. At the very least, the tool should be used at commencement and exit from the service, but preferably more often as follows:

1. At commencement of the SHLV intervention (as part of the initial assessment or as close to this point as possible)
2. At suitable 'mid-term' intervals (e.g. every three months or more regularly when the client is engaged in intensive work with the service).
3. After key or critical incidents such as court appearances, installation of safety equipment or other points where there is a possible difference in a client's well-being before and after the event.
4. At exit from the service.

Cultural appropriateness

The tool has been validated when used with a broad range of clients from different backgrounds, within different contexts and experiencing different life issues. However, it is important that cultural translation occurs for the questions to be implemented

appropriately with Aboriginal or Torres Strait Islander people and with culturally diverse populations.

In other words, it must be introduced and asked in a manner that has meaning and relevance to the client and, as with the other assessment tools (risk assessment, safety and lethality assessments) the worker must be confident the client has understood what is being asked and is comfortable to give their answers.

Using the tool with children

There are two other versions of the tool that can be used with children. These tools should be administered using your discretion for where it is appropriate to be used with a child, according to the age and emotional status of the child, as well as your relationship with the child and how comfortable they may be to complete the tool.

Downloading and printing the tool

For the tool to be valid, you must ensure you **use only the PDF tool that is available for downloading and printing from the portal and follow the printing instructions below**. This ensures that the lines printed are exactly 10cm long and that measurements can be compared accurately.

Please do not photocopy the tool.

The PDF version of the tool can be downloaded and printed from the portal next to the client survey (under the clients and referral data tab).

To ensure that you print these correctly:

1. When printing off the PDFs please check your printer settings – turn off scaling by un-ticking any box that says ‘fit to page/scale to page’ etc. Your printer setting should be on “Actual size”.
2. Please note that the line must measure 10cm, check when printing that there is no enlargement or scaling happening. Ensure you check this each time you print a batch of the tool.

Adding an identifier to the forms (evaluation code)

You must ensure that you add an identifying number to the bottom of each form where the form says “Evaluation code”, so that when you send your forms back to ARTD for analysis and recording, they can attribute them to your service. You must not include a client’s name on the forms.

The evaluation code to include on the bottom of each form is the client number from the data portal with the number for your SHLV project on the end. We have numbered the projects as follows:

- 01 Bega
- 02 Blacktown
- (Note – Broken Hill is further down the list at 21)
- 03 Cessnock
- 04 Campbelltown
- 05 Dubbo
- 06 Eastern Sydney
- 07 Fairfield
- 08 Gosford
- 09 Holroyd
- 10 Kempsey
- 11 Lake Macquarie
- 12 Liverpool
- 13 Maitland
- 14 Moree
- 15 Newcastle
- 16 Parramatta
- 17 Penrith
- 18 Redfern
- 19 Shoalhaven
- 20 Tamworth
- 21 Broken Hill
- 22 Wollongong
- 23 Wyong

So an example of an evaluation code for a client whose portal ID is 760701, from Newcastle, would be 76070115 (that is, the 6 digit client ID with project number 15 on the end). Or the evaluation code for a client with portal ID MD0256 from Campbelltown would be MD025604.

Administering the tool

There is an adult version, a child's version and a young child's version. You may use your discretion as to which tool is most suitable for each client. In some cases, you might find the child's version is more suitable for some adults, for example, a person with intellectual disability. It does not matter which tool you choose to use, as long as you administer it correctly.

Below is a written guide to the questions and how to explain them to the client. This is intended to support worker's understanding of the questions so they can use their professional judgment to phrase them in ways that are appropriate to their client – it is not a script to be read out. Note, this is also not the tool to be used with the client. Please download and print the tool from the portal.

Outcome Rating Scale (adult) – guide for workers

I'm going to ask some questions about four different areas of your life and get you to rate how you feel you are doing in each area, by putting a mark on a line. Marks to the left mean *not good* and marks to the right mean *good*.

[NOTE: It is important to only record *one* mark. If the client gives you two you should ask "is it closer to X or Y?" If the client gives one mark for one aspect of the question and offers another for another aspect of the question, then take the lowest mark].

Thinking back over the last week/month/since I last saw you, how have you been:

Individually

(Personal well-being)

|-----|

[How have you been doing personally in yourself? If the client asks for clarification you could say 'your personal functioning' for example 'how have you been eating or sleeping? Or keeping up with day to day chores? How do you think you are managing in yourself?]

Interpersonally

(Family and other close relationships)

|-----|

[How have things been going in your relationships - with your family and close personal relationships?]

Socially

(Work, School, friendships)

|-----|

[How have things been going for you socially – in your life outside the home - at work, school, church, or in the community].

Overall

(General sense of well-being)

|-----|

[Given your answers so far on these specific areas, how do you rate how things are in your life overall?]

Outcome Rating Scale (child) – guide for workers

How are you doing? How are things going in your life? Please make a mark on the scale to let us know. The closer to the smiley face, the better things are. The closer to the frowning face, things are not so good. If you are a carer filling out this form, please fill out according to how you think the child is doing.



ME
(How am I doing?)



|-----|

[How have you been doing? ‘Are you eating and sleeping okay?’, ‘Have you been playing/ studying/ doing your normal activities?’]



Family
(How are things in my family?)



|-----|

[How have things been going in your family?” How are things between you and your mum/dad/brother/sister?”]



School
(How am I doing at School?)



|-----|

[How have things been going at school?” “Are you doing okay in class?” “Are you getting along with your friends?”]



Everything
(How is everything doing?)

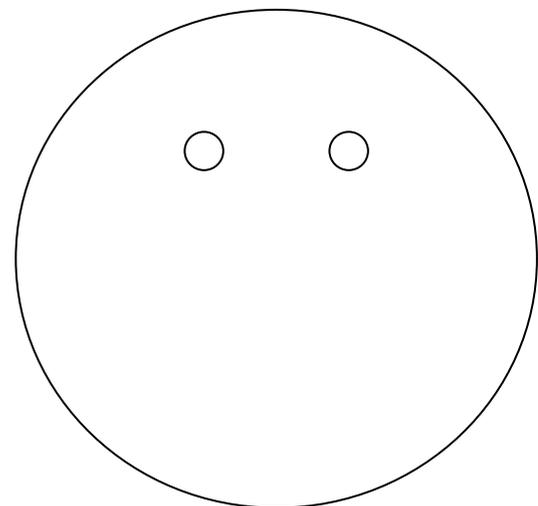
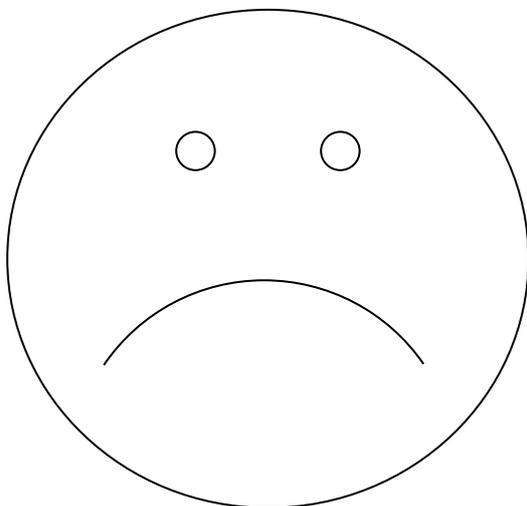
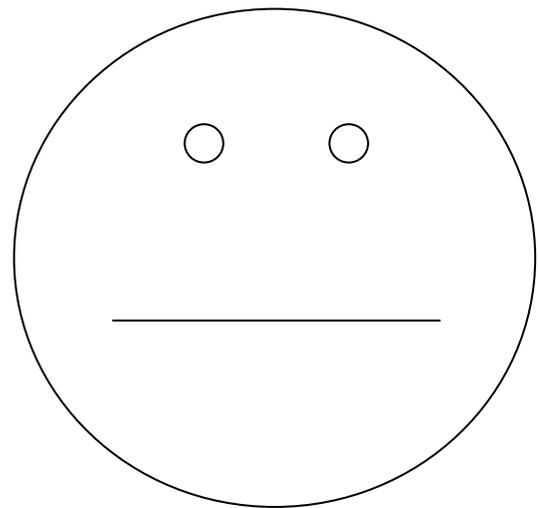
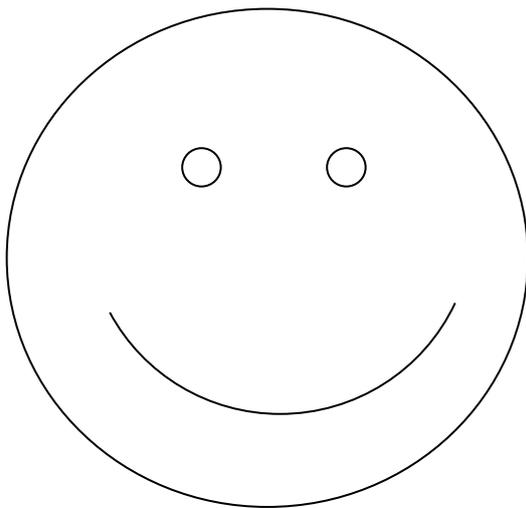


|-----|

[Thinking about all these different things – how you’re feeling, how things are in your family, at school, with your friends, how would you say things are overall? How is everything going overall?”]

Outcome Rating Scale (Young Child) – guide for workers

How are you doing? How are things going in your life? Choose one of the faces that shows how things are going for you. Or, you can draw one below that is just right for you. If you are a carer filling out this form, please fill out according to how you think the child is doing.



Sending the forms to ARTD for analysis

Completed Outcome Rating Scale forms will be measured, recorded and analysed by ARTD Consultants. You can send the paper versions of the tool to ARTD Consultants at any time during the reporting period (1 July 2014 to 30 June 2015).

Please send your completed ORS forms to:

ARTD Consultants
DV Data Collection
PO Box 1167
QVB
NSW 1230

Additionally, please **ensure you send the original version of the completed ORS to ARTD, NOT photocopied versions**. If you would like to keep a copy of the ORS for your own records, please send the original version to ARTD and keep a photocopied version for your records.

4. Definitions

This section provides definitions for key terms used throughout the Service Provider Guidelines.

Data forms include terms and phrases that may be subject to interpretation. For the purposes of reliable and valid monitoring data, it is important that terms are interpreted consistently across all projects. It is not intended that these are the only or even best possible definitions but they are the definitions to be used for the purposes of collecting and reporting monitoring data.

If it becomes apparent that these terms need modification, they will be amended. (Your feedback is welcome in this regard).

Word	Definition
Aboriginal	<p>Aboriginal as defined by the Aboriginal Land Rights Act 1983 (NSW) is a person who</p> <ul style="list-style-type: none"> • is a member of the Aboriginal race of Australia • identifies as an Aboriginal person; and • is accepted by the Aboriginal community in which the person lives.
Breach of exclusion order	<p>In this field you should count breaches of an exclusion order reported to your project even if these have not been reported to the Police (but <u>do not</u> count the same breach reported to both the Police and your project twice). To be counted as a breach, charges <u>do not</u> have to have been laid.</p>
Case closure	<p>Case closure refers to the end of service delivery for a client, i.e. there is no more planned work with the client, it is anticipated they will not require further contact with you, and no ongoing follow-up calls are planned. This is when a case worker records case closure data (form 4).</p>
Case coordinated client	<p>A person becomes a case coordinated client when you provide them services on multiple occasions, but you do not develop case plans for them and do not have case management responsibility for them.</p> <p>A person is a case coordinated client when your project:</p> <ul style="list-style-type: none"> ▪ follows up with the person about their situation or their access to services/ support, ▪ advocates with another service/s on the person's behalf. <p>Referring a person to another service/s does not on its own make a person a case coordinated client.</p>

Case managed client	<p>A person becomes a case managed client when you develop a relationship with them that goes beyond referral to one or more other services or providing a particular service for a client that is case managed by another service. A person becomes a case managed SHLV client if they <u>have all three of the following</u></p> <ul style="list-style-type: none"> ▪ a lethality assessment completed by your project, ▪ a case plan (formal or informal) developed by your project, <u>and</u> ▪ a safety plan developed by your project with the client that includes an option for the client to contact you for assistance.
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Providing a lethality assessment does not on its own make a person a case managed client.

Case management	<p>Case management is client centred. Case management involves one worker as a key worker for a particular client. It is a two-pronged approach incorporating direct client service, based on sound assessment and support planning, and coordination of access to, and delivery of, a range of other support services.</p> <p>Case management is a collaborative, client-focused approach aimed at meeting individual needs. Case management involves providing assistance to clients with a complex range of needs, who require access to a broad range of services and different forms of assistance. Most clients need and use a wide range of services including housing, income, health, employment, education and training. A case manager is responsible for ensuring clients maintain access to the services identified as appropriate to meet case plan goals. There is limited control any one agency or worker has over client outcomes; therefore coordination of services is a major focus of case management, including shared responsibility between service providers, other agencies and clients for client outcomes.</p>
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Disability	A client can only be recorded as having a disability if this has been diagnosed by a professional. See chapter 4.3 for specific disability definitions.
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End of Intensive Case Management	<p>Intensive service delivery is defined by the needs of clients, that is where there is a high risk and/or complex needs that require the intervention of active support plans.</p> <p>Intensive case management has ended when</p> <ul style="list-style-type: none"> ▪ the client is stable/ settled ▪ frequency of contact has reduced to one contact per month or less ▪ no security work is pending, but safety alarms may still be in place.
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Family member	<p>The definition of 'family member' used here is derived from the definition used for 'Domestic relationship' in the Crimes (Domestic and Personal Violence) Act 2007</p> <p>http://www.austlii.edu.au/au/legis/nsw/consol_act/capva2007347/s5.html</p> <p>A family member is a</p> <ul style="list-style-type: none"> ▪ relative (e.g. father, son, brother) of the person or relative of the person's partner ▪ a de facto partner ▪ in the case of an Aboriginal person or a Torres Strait Islander, is or has been part of the extended family or kin of the other person according to the Indigenous kinship system of the person's culture.
Hold perpetrator accountable	<p>Holding a perpetrator accountable does not refer to whether an ADVO or exclusion order application is successful. It refers to the victim wanting to hold the perpetrator accountable for what they have done. They may do this by applying for an ADVO with or without an exclusion order and engaging with the process, or alternatively living separated from the perpetrator without an ADVO. A person may also hold the perpetrator accountable if they <u>do not</u> make excuses justifying the violence along the lines of 'he didn't mean to hit me, he is just stressed at work'.</p>
Person receiving information and referral only	<p>A person is an information and referral only client when they are referred to your service, but for whatever reason (e.g. they did not meet eligibility criteria, you had no capacity to take them on, or you provided them with the information they needed on intake) you did not provide them with an ongoing service. A person is an information and referral only client when you provide them with information or a referral to another service/s, but <u>do not</u> follow up with them or advocate with the service provider on their behalf.</p>
Intake	<p>For the purposes of collecting performance monitoring data, intake refers to the initial contacts with someone who goes on to be a client. Data required at intake should be completed as soon as possible and within 4 weeks of first contact.</p>
Intimate partner	<p>An intimate partner is a spouse: a boyfriend, girlfriend, husband, wife or defacto partner. <u>Former</u> intimate partner refers to an ex-partner who was not in an intimate relationship with the victim at the time of the violence that led to the current service period.</p>
Monitoring/reporting period	<p>The period for which data is to be collected from the project and then provided to the Department of Human Services, Community Services. This will typically be a six-month period; however, the first pilot period is only</p>

three months.

Other agencies that supported the client	This data item is for agencies to which you referred a client that actually worked with the client. In this category, <u>do not</u> record referrals made if the agency did not work with the client.
Partner agencies involved in case	This category is to record where partner agencies have had substantial input to a particular client's case. Only tick an agency as being involved in a case where they have had input into case planning, been involved in substantial discussions about the client several times during the case management, worked directly with the client or been involved in joint case management.
Referral in	<p>Refers to the referrals you receive.</p> <p>In some cases, you may receive a referral for the same client from more than one agency. But <u>do not</u> record multiple services as having referred the client to you if you have just talked with them generally about the client.</p> <p>A referral can also be a self-referral. If the person comes into the project on their own initiative, without another organisation contacting you on their behalf, this is a self-referral.</p>
Referral out	<p>Victims may need a range of support services including:</p> <ul style="list-style-type: none"> • Crisis and long term counselling • Alternative accommodation options • Financial and welfare related assistance • Family law, immigration and/or other legal advice • Health • Court support • Education and employment • Child related support services • Access to support groups for victims and survivors. <p>Timely referrals to appropriate services are necessary to ensure a holistic response to domestic violence. Victims may present with a number of complex needs including mental illness, drug and alcohol use and abuse, family law, immigration issues, education, employment, disability related issues and support needs pertaining to children. To ensure these needs are addressed and to facilitate a victim's journey out of violence, SHLV workers should have knowledge and understanding of the broad range of services within the referral network for victims, their children, support people and perpetrators. Discretion should be used regarding when and how a service</p>

provider should be engaged to ensure coordinated and appropriate service delivery when it is needed.

Referrals should be made in consultation with the client. SHLV workers should make thorough attempts to understand services within the referral network and have confidence in them before referring a victim to the service.

Likewise, services in the referral network should also be familiar with the SHLV program.

You should only record a referral if you do one of the following:

- contact a service on behalf of a client
- support a client to contact a service (e.g. take a client to a service or sit with a client while they call a service)
- discuss what the particular service offers with the client and provide them with name and phone number of a contact at the service.

If you only provide a client with a phone number/ contact details for other services, this should be counted as providing information.

Self-referral	A person who contacts the project on their own initiative even if they were advised about the project by another organisation.
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Service Client ID	An ID allocated by you the service provider. <u>Do not</u> use the client's name as the ID because this would identify them.
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Service period	<p>A 'service period' includes when a client case is opened or re-opened. This means that every time a new client is accepted or a client who was previously inactive becomes active again, a new service period is counted.</p> <p>A 'service period' does not refer to the occasions of contact you have with a client. You will likely have many occasions of contact with a client during a particular service period.</p>
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Social exclusion	<p>Social exclusion refers to the marginalisation that people can experience when they are unable to participate fully in their society. Individuals are socially excluded if they <u>do not</u> participate to a reasonable degree in certain activities of the community due to reasons beyond their control.³</p> <p>Record a client as having indicated being affected by social exclusion if she answers 'no' to questions such as</p>
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³ CHASE: Centre for Health through Action on Social Exclusion

- do you have regular contact with family and friends (outside of the household)?
- do you have someone you can call on in times of sickness?
- do you know other people in your neighbourhood?
- are you involved in community projects, groups or networks?
- do you attend local community events?
- do you have people around you that you can trust?

Socio-economic disadvantage

People experiencing socio-economic disadvantage are those who lack access to fundamental material and social resources. Fundamental material and social resources include things like adequate housing, health care, employment, education, support or financial resources.

Indications a client is experiencing socio-economic disadvantage include that they required financial assistance and/or brokerage funds during the service period.

Based on the data the ABS uses to measure socio-economic disadvantage, the following factors would also indicate the person is experiencing socio-economic disadvantage (the person would need to have more than one of these factors to be considered disadvantaged)

- people with annual household equivalised income between \$13,000 and \$20,799
- occupied private dwellings with no Internet connection
- aged 15 years and over with no post-school qualifications
- renting from Government or Community organisation
- Households paying rent less than \$120 per week (excluding \$0 [no cost] per week)
- people (in the labour force) who are unemployed
- one parent families with dependent offspring
- people aged under 70 who have a long-term health condition or disability and need assistance with core activities
- occupied private dwellings with no car
- people who identified themselves as being of Aboriginal and/or Torres Strait Islander origin
- occupied private dwellings requiring one or more extra bedroom
- people aged 15 years and over who are separated or divorced
- people aged 15 years and over who did not go to school
- employed people classified as Low Skill Community and Personal Service Workers
- people who do not speak English well.

Torres Strait Islander

A Torres Strait Islander person as defined in section 7 of the Torres Strait Islander Land Act 1991 (Qld) is a person who is a descendant of an Indigenous inhabitant of the Torres Strait Islands.

Appendix 1: Contacts

ARTD Consultants

If you have questions, please contact ARTD Consultants. Charlie is your first point of contact for issues about access to or functionality of the portal.

Name	Issue	Email	Phone
Charlie Kingsford	Helpdesk support for portal access or functionality issues	DVMonitoring@artd.com.au	02 9373 993
Alexandra Ellinson	Project manager for DV monitoring systems	DVMonitoring@artd.com.au	02 9373 9928